

RADIO DISPATCHER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

Work in this class involves the responsibility of answering the police telephone and operating the police radio under the direction of a supervisor. Employee works on an assigned shift and keeps simple records of police activities. Assignments are general and special instructions are received from a superior officer. Work is reviewed by inspection and discussion. Work in this class also involves limited phases and responsibilities of law enforcement. Employees in this class are taught the fundamentals and more advanced phases of police work by superior officers who closely supervise their performance.

EXAMPLES OF WORK

(Note: These examples are illustrative only and are not intended to restrict duties to those listed.)

Answers all telephone calls to police headquarters courteously and promptly;

Relays complaints, calls and assignments to police officers by person, telephone and radio;

Keeps radio log and complaint sheets;

Maintains simple records of radio log and related items;

Performs various like duties and assignments.

NECESSARY KNOWLEDGES, SKILLS AND ABILITIES

Good general knowledge;

Good knowledge of the city's geography;

Ability to observe situations objectively and to report and record them clearly and completely;

Ability to establish and maintain effective work relationships with associates and to deal courteously with the general public;

Ability to understand and carry out simple oral and written instructions;

Ability to act quickly and calmly in emergency situations;

Ability and sound discretion in the use of firearms;

Ability and willingness to learn law enforcement work and departmental methods, rules, and regulations for the satisfactory performance of assigned tasks;

Ability to seek advancement.

QUALIFICATION REQUIREMENTS

Must not be less than nineteen (19) nor more than sixty (60) years of age upon date of initial appointment;

Must have a high school diploma or its equivalent;

Must successfully pass a medical examination, assuring good health sufficient, in the opinion of the Board, to indicate the physical ability to satisfactorily perform the duties of this class;

Must successfully pass Civil Service examination testing aptitude for beginning work in the class.